

Enterprise Incident Report February 2012

As of 3/1/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - First Contact Resolution		
				High	Low	FCR Total
Board of Pardons and Parole	Help Desk	James Stearns	ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Metro C Desktop Support	Chad D Fowers	None	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Tammy Black	None	1 1	3 2	4 3
			Offender Tracking	0 0	1 0	1 0
			Product Total	1 1	4 2	5 3
		Assigned to Individual Total		1 1	5 2	6 3
	Metro C Help Desk	Cliff Jensen	Microsoft Word	0 0	1 1	1 1
			None	0 0	1 1	1 1

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				High	Low	FCR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	Offender Tracking	0	2	2
				0	2	2
			ZENworks for Desktops	0	2	2
				0	2	2
		Product Total		0	6	6
				0	6	6
		Reed Stohel	Internet Explorer	0	1	1
				0	1	1
			None	0	2	2
				0	1	1
			Novell Client for 32-bit Windows	0	1	1
				0	1	1
			Novell GroupWise	0	1	1
				0	1	1
			ZENworks for Desktops	0	1	1
				0	1	1
		Product Total		0	6	6
				0	5	5
		Ross Owen	Novell Client for 32-bit Windows	0	1	1
				0	1	1
			ZENworks for Desktops	0	1	1
				0	1	1
		Product Total		0	2	2
				0	2	2
		Assigned to Individual Total		0	14	14
				0	13	13
	Voice Operations	Romanza Hamblin	Telephone	0	1	1
				0	0	0

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				High	Low	FCR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin	Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Customer Company Total			1 1	21 15	22 16
	Customer Company Total			1 1	21 15	22 16

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Initial Response		
				High	Low	MIR Total
Board of Pardons and Parole	Help Desk	James Stearns	ZENworks for Desktops	0	1	1
				0	0	0
		Product Total		0	1	1
				0	0	0
	Assigned to Individual Total			0	1	1
				0	0	0
	Metro C Desktop Support	Chad D Fowers	None	0	1	1
				0	0	0
		Product Total		0	1	1
				0	0	0
		Tammy Black	None	1	3	4
				0	1	1
			Offender Tracking	0	1	1
				0	0	0
		Product Total		1	4	5
				0	1	1
	Assigned to Individual Total			1	5	6
				0	1	1
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	Microsoft Word	0	1	1
				0	0	0
		None		0	1	1
				0	0	0

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				High	Low	MIR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	Offender Tracking	0 0	2 0	2 0
			ZENworks for Desktops	0 0	2 0	2 0
			Product Total	0 0	6 0	6 0
		Reed Stohel	Internet Explorer	0 0	1 0	1 0
			None	0 0	2 0	2 0
			Novell Client for 32-bit Windows	0 0	1 0	1 0
			Novell GroupWise	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	6 0	6 0
		Ross Owen	Novell Client for 32-bit Windows	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	14 0	14 0
	Voice Operations	Romanza Hamblin	Telephone	0 0	1 0	1 0
				0 0	0 0	0 0

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				High	Low	MIR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin	Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Customer Company Total			1 0	21 1	22 1
	Customer Company Total			1 0	21 1	22 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number -Average time in hours		
				High	Low	ATTIR Total
Board of Pardons and Parole	Help Desk	James Stearns	ZENworks for Desktops	0 0.00	1 0.22	1 0.22
			Product Total	0 0.00	1 0.22	1 0.22
		Assigned to Individual Total		0 0.00	1 0.22	1 0.22
	Metro C Desktop Support	Chad D Fowers	None	0 0.00	1 0.16	1 0.16
			Product Total	0 0.00	1 0.16	1 0.16
		Tammy Black	None	1 0.00	3 0.47	4 0.36
			Offender Tracking	0 0.00	1 0.11	1 0.11
			Product Total	1 0.00	4 0.38	5 0.31
		Assigned to Individual Total		1 0.00	5 0.34	6 0.28
	Metro C Help Desk	Cliff Jensen	Microsoft Word	0 0.00	1 0.00	1 0.00
			None	0 0.00	1 0.00	1 0.00

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				High	Low	ATTIR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	Offender Tracking	0 0.00	2 0.00	2 0.00
			ZENworks for Desktops	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	6 0.00	6 0.00
		Reed Stohel	Internet Explorer	0 0.00	1 0.00	1 0.00
			None	0 0.00	2 0.00	2 0.00
			Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Novell GroupWise	0 0.00	1 0.00	1 0.00
			ZENworks for Desktops	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	6 0.00	6 0.00
		Ross Owen	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			ZENworks for Desktops	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	14 0.00	14 0.00
	Voice Operations	Romanza Hamblin	Telephone	0 0.00	1 0.34	1 0.34

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				High	Low	ATTIR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin	Product Total	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total		0 0.00	1 0.34	1 0.34
	Assigned Group Total			1 0.00	21 0.11	22 0.10
Customer Company Total				1 0.00	21 0.11	22 0.10

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Missed Resolution		
				High	Low	MR Total
Board of Pardons and Parole	Help Desk	James Stearns	ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	1 0	1 0
		Assigned to Individual Total		0 0	1 0	1 0
	Metro C Desktop Support	Chad D Fowers	None	0 0	1 1	1 1
			Product Total	0 0	1 1	1 1
		Tammy Black	None	1 0	3 0	4 0
			Offender Tracking	0 0	1 1	1 1
			Product Total	1 0	4 1	5 1
		Assigned to Individual Total		1 0	5 2	6 2
	Metro C Help Desk	Cliff Jensen	Microsoft Word	0 0	1 0	1 0
			None	0 0	1 0	1 0

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				High	Low	MR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	Offender Tracking	0 0	2 0	2 0
			ZENworks for Desktops	0 0	2 0	2 0
			Product Total	0 0	6 0	6 0
		Reed Stohel	Internet Explorer	0 0	1 0	1 0
			None	0 0	2 0	2 0
			Novell Client for 32-bit Windows	0 0	1 0	1 0
			Novell GroupWise	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	6 0	6 0
		Ross Owen	Novell Client for 32-bit Windows	0 0	1 0	1 0
			ZENworks for Desktops	0 0	1 0	1 0
			Product Total	0 0	2 0	2 0
		Assigned to Individual Total		0 0	14 0	14 0
	Voice Operations	Romanza Hamblin	Telephone	0 0	1 0	1 0
				0 0	1 0	1 0

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				High	Low	MR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin	Product Total	0	1	1
				0	0	0
	Assigned to Individual Total		0	1	1	
			0	0	0	
Assigned Group Total			1	21	22	
			0	2	2	
Customer Company Total				1	21	22
				0	2	2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours		
				High	Low	ATTR Total
Board of Pardons and Parole	Help Desk	James Stearns	ZENworks for Desktops	0 0.00	1 0.22	1 0.22
			Product Total	0 0.00	1 0.22	1 0.22
		Assigned to Individual Total		0 0.00	1 0.22	1 0.22
	Metro C Desktop Support	Chad D Fowers	None	0 0.00	1 12.67	1 12.67
			Product Total	0 0.00	1 12.67	1 12.67
		Tammy Black	None	1 0.00	3 0.84	4 0.63
			Offender Tracking	0 0.00	1 7.28	1 7.28
			Product Total	1 0.00	4 2.45	5 1.96
		Assigned to Individual Total		1 0.00	5 4.49	6 3.74
	Metro C Help Desk	Cliff Jensen	Microsoft Word	0 0.00	1 0.00	1 0.00
			None	0 0.00	1 0.00	1 0.00

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				High	Low	ATTR Total
Board of Pardons and Parole	Metro C Help Desk	Cliff Jensen	Offender Tracking	0 0.00	2 0.00	2 0.00
			ZENworks for Desktops	0 0.00	2 0.00	2 0.00
			Product Total	0 0.00	6 0.00	6 0.00
		Reed Stohel	Internet Explorer	0 0.00	1 0.00	1 0.00
			None	0 0.00	2 0.23	2 0.23
			Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			Novell GroupWise	0 0.00	1 0.00	1 0.00
			ZENworks for Desktops	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	6 0.08	6 0.08
		Ross Owen	Novell Client for 32-bit Windows	0 0.00	1 0.00	1 0.00
			ZENworks for Desktops	0 0.00	1 0.00	1 0.00
			Product Total	0 0.00	2 0.00	2 0.00
		Assigned to Individual Total		0 0.00	14 0.03	14 0.03
	Voice Operations	Romanza Hamblin	Telephone	0 0.00	1 0.34	1 0.34

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				High	Low	ATTR Total
Board of Pardons and Parole	Voice Operations	Romanza Hamblin	Product Total	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total		0 0.00	1 0.34	1 0.34
	Assigned Group Total			1 0.00	21 1.12	22 1.07
Customer Company Total				1 0.00	21 1.12	22 1.07

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Detail

INC000000457476	Dave Franchina	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000457490	Dave Franchina	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000458099	Angela Micklos	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000458930	Susanne Escobar	Application	Error	Offender Tracking	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000460604	Kym Chaplin	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.47
INC000000460713	Alan Walker	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000460791	John Green	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000461287	Jim Hatch	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000461414	Kenneth Bingham	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000462643	Clark A Harms	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	High Closed	TTR Missed: No	0.00
INC000000462987	Jim Hatch	Application	Reporting	Microsoft Word	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Closed	TTR Missed: No	0.00
INC000000462993	Chandee Israel	Application	Error	ZENworks for Desktops	TIR Missed: No	0.22
	Help Desk	James Stearns	Board of Pardons and Parole	Low Resolved	TTR Missed: No	0.22
INC000000464226	Julie K Brown	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low Resolved	TTR Missed: No	0.00
INC000000464698	Dave Franchina	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low Resolved	TTR Missed: No	0.00
INC000000466051	Cheri Prince	None	None	None	TIR Missed: No	0.16
	Metro C Desktop Support	Chad D Fowers	Board of Pardons and Parole	Low Resolved	TTR Missed: Yes	12.67
INC000000466190	Melissa Stapley	Application	Error	Offender Tracking	TIR Missed: No	0.11
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low Resolved	TTR Missed: Yes	7.28

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INC000000466668	Jennifer Bartell	Telecom	Feature	Telephone		TIR Missed: No	0.34
	Voice Operations	Romanza Hamblin	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.34
INC000000467142	Jim Hatch	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000467822	Jim Hatch	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000468616	Kim Allen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000470419	Cheri Prince	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.42
	Metro C Desktop Support	Tammy Black	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	2.52
INC000000470649	Jennifer Bartell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00